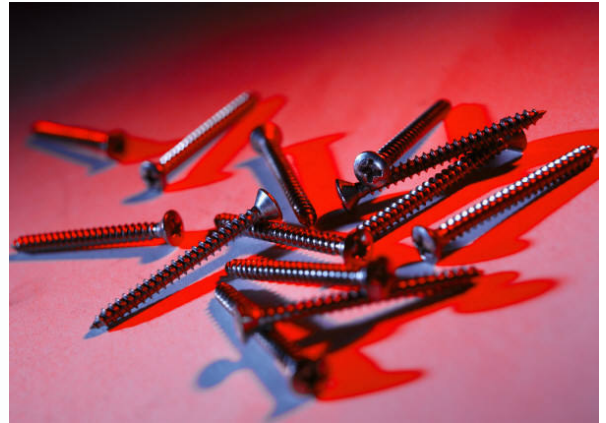


Housing Repairs

Reviewed April 2007

When you report a repair we aim to complete it to a high standard and within the time set out in our Residents' Handbook.



When you report a repair we will

- ✓ Try to diagnose the repair if it is straightforward.
- ✓ Offer an appointment wherever possible. However, we may inspect external repair requests without you being present. Please tell us if you are unable to keep the appointment.
- ✓ If your repair is complex or you require advice of a technical nature we will arrange an appointment for a Technical Services Officer to visit your home.
- ✓ Provide you with a target date for when the work will be finished.
- ✓ Advise you if you are responsible for the repair or the cost of the repair.
- ✓ Contact you if we have to cancel your repair or inspection explaining why we have done so.
- ✓ Make an appointment to undertake Safety Checks/Services.

When we visit you to carry out repairs to your home we will

- ✓ Provide proof of identity before entering your home.
- ✓ Ensure when an appointment has been made, it is kept.
- ✓ Take care of your property and belongings and protect them from damage or harm.
- ✓ Leave the property clean and tidy.
- ✓ Make sure materials and tools do not present a hazard or cause danger.
- ✓ Warn you of any likely noise or disturbance we will make and keep it to a minimum.
- ✓ Identify any additional repairs needed when we visit.
- ✓ Ensure the work is carried out to a high standard.
- ✓ Keep you informed about how the work is progressing.
- ✓ Leave a calling card if you are not in, providing the relevant contact telephone numbers.

Housing Repairs (continued)

Putting things right

We always try to provide the best service that we can. However, if you are not happy, please tell us.

You can do this by writing to us or by completing a Complaints Form. These are available from our office or can be downloaded from our Website www.bromyrdin.co.uk

Bro Myrddin Housing Association

Cillefwr Industrial Estate

Johnstown

Carmarthen SA31 3RB

Getting Help

A member of our Maintenance Team will be available to speak to you:

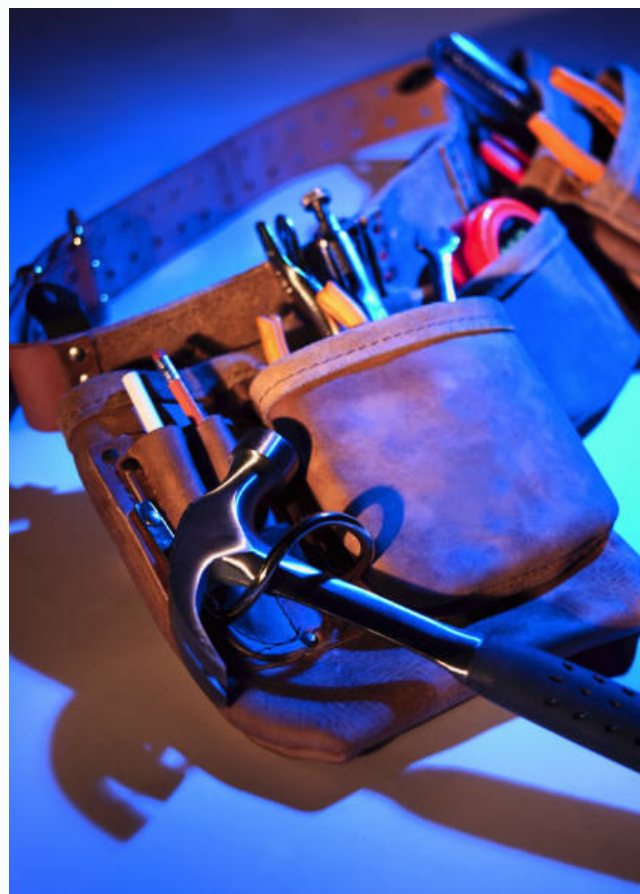
**Monday to Thursday 8.30am to 4.30pm and
Friday 8.30am to 4.00pm**

Tel. 01267 232714 Fax. 01267 238107

Email. info@bromyrdin.co.uk


Or visit our website at www.bromyrdin.co.uk

This leaflet is available in Welsh and can be provided in large print, Braille, Moon, audio or other languages on request.



WHY NOT USE OUR FREEPHONE NUMBER TO REPORT REPAIRS?

 0800 316 9602

OR CONTACT CARELINE ON  01558 824283 TO REPORT EMERGENCY REPAIRS OUTSIDE OUR NORMAL OFFICE HOURS

 **Cymdeithas Tai Bro Myrddin**
Bro Myrddin Housing Association

Bro Myrddin is a charitable Association registered under the Industrial & Provident Societies Act 1965 No. 23055R and with Housing for Wales No.L069


Approved by Bro Myrddin
Residents' Forum